

EFFECTIVE COMMUNICATIONS POLICY

This policy for the City of Salina covers all departments, services and activities regarding General Effective Communication requirements under Title II of the Americans with Disabilities Act.

The City of Salina will make every effort to provide effective communication with all people who participate in city employment, programs, services and activities. No charges will be required for auxiliary aids, interpreters or accessible materials or other accommodation requests.

Effective Communication means that whatever is written or spoken will be as clear and understandable to people with disabilities as it is to people without disabilities.

This policy applies to all members of the public with disabilities including job applicants, program participants and people who contact the City of Salina seeking information about programs, services or activities.

The City will attempt to provide effective auxiliary aids and services upon request to individuals with disabilities who otherwise meet any program or service requirements. Primary consideration will be given to the choice of auxiliary aid requested by the individual, unless:

- another form would be equally effective;
- the request is a fundamental alteration of the program;
- the means chosen would result in an undue financial or administrative burden.

People will not be asked to use family members as interpreters. Sign language interpreters include American Sign Language, Signed Exact English, Oral and Cued Interpreters.

It is reasonable for departments involved in nonemergency services to require at least two work days advance notice in accommodating a request for a sign language interpreter, reader or CART (Communications Access Real-time Translation) reporter or written materials from the City of Salina. These materials will be made available to the public in alternate formats including large print, Braille, or CD's.

Upon request, information may be read and assistance provided in filling out applications.

Training will occur on at least a yearly basis for all City of Salina employees who work with the public and who answer telephone calls. Staff will be adequately trained to meet the needs of the public. Training will include information on:

- Auxiliary aids and services
- TTY's and how to use them
- How to participate in calls that come from telephone relay services
- CART reporters
- Interpreters and different types of sign language
- Sensitivity training

City Departments will keep a list of interpreters, CART reporters and businesses that can create Braille and large print. The ADA Coordinator will update the list on a regular basis.

Television programs produced by the City of Salina will be closed captioned.

Any questions or concerns regarding this policy should be addressed to:

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Room 101, Salina KS 67402-0736
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